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THE QUESTIONNAIRE

Introduction: Characteristics of the Sample

1. Please give us the following contact information:
 - A. Name:
 - B. Organization:
 - C. Work Title:
 - D. Country:
 - E. Email Address:
2. Your organization is:
 - A. Academic Library
 - B. Public Library
 - C. Special Library
 - D. other
3. The total number of full time equivalent employees of your library is:
4. If your organization is an institution of higher education what is its general Carnegie Class?
 - A. Community college
 - B. -Year College
 - C. MA/PHD Granting
 - D. Research University

Database Usage & Mobile Access

5. About what percentage of the following types of your library resources can currently be accessed from the most common tablet computers and smartphones?
 - A. Databases
 - B. eBooks
6. If a database vendor develops a mobile -accessible version of its product and your library deploys both the mobile -device friendly and the traditional versions about what percentage of your library's use of that product shifts from the traditional to the mobile friendly version? Also does the mobile friendly version generate much new traffic on its own, or does it tend to cannibalize the traditional site and reduce its use. Of course the outcome will be different for different databases, but discuss your experience.

Mobile Site Development Tools

7. Does your library use any of the following tools or services in developing mobile access to its websites?
 - A. Winksite
 - B. MoFuse
 - C. Zinadoo
 - D. MobiSiteGalore
 - E. WireNode
 - F. MobilePress
 - G. LibraryAnywhere
 - H. MIT Mobile Web
 - I. Boopsie
8. If you have used any of the tools listed above, or others, please explain why you chose them. If no, which tools do you use and why?

Optimizing the Website for Mobile Access

9. If you have or are planning to optimize or alter in any way your library website to enable or foster access by mobile devices what are the steps that you have taken or plan to take?
10. Has your library developed different versions of the library website that are optimized for different kinds of mobile devices?
 - A. Yes
 - B. No
11. If so how many versions do you have and for which types or families of devices, or particular devices, are the optimized for?

App Development

12. Has the library developed any apps specifically for any kind of smartphone user?
 - A. Yes
 - B. No
13. If so, what kind of apps have you developed?
14. Does the library encourage patrons to use any particular apps to help them better exploit the library's resources? If so which apps and for what platforms?

15. Has your library used transcoding technology to make its website more accessible by mobile devices?

- A. Yes
- B. No

User Metrics

16. Which phrase would you say best represents your library's current use of end user metrics for mobile apps?

- A. We only use free services
- B. We use both free and paid services
- C. We only use paid services

17. Does your library use any of the following applications to track use of your mobile apps?

- A. Google Analytics (for mobile)
- B. Apple App Store
- C. Flurry

Use of Outside Service Providers

18. Does your library use an outside service provider to supply mobile apps to your library patrons?

- A. Yes
- B. No

19. If your library uses an outside provider which one do you use and why did you choose it?

20. What are the library's total annual payments to outside providers for services to provide mobile apps to its library patrons?

21. If your library has developed apps or used an outside service to develop apps for improved mobile device access, what was the impact on circulation or patron use of books, eBooks, databases and also on library services?

Mobile Traffic

22. What percentage of the visitor traffic to your website is accounted for by mobile devices?

23. What are the most commonly used mobile devices used to access your library websites?
24. What percentage of visitors to your library site access it through devices not owned or leased by the library itself?
25. What percentage of in the library users of the library website access it from their own devices.

Platforms and Devices

26. Rank how important it is to provide mobile access to your library resources on the following platforms:
 - A. Android
 - B. iOS
 - C. iPhone
 - D. iPod Touch
 - E. iPad
 - F. Windows 8
 - G. Windows Mobile
 - H. Kindle Fire
 - I. Blackberry

Testing the Site for Mobile Access

27. How has the library tested its website to see how it appears on different devices. Choose the phrase that best approximates your library experience?
 - A. Informally tested by using staff and patron devices
 - B. Used a consultant or outside service
 - C. Used a site emulator or simulator or similar website or software tool
28. Has your library ever used a mobile testing site or website evaluator or emulator for the expressed purpose of measuring how the library website appears on different devices?
 - A. Yes
 - B. No
29. Describe your library's website testing regimen, emphasizing the steps that you have taken to test for access for mobile devices.

Use of QR Codes

30. If your library uses QR Codes what are some of the library's favorite sources to make QR codes?
31. How has your library made use of QR Codes?

Advice and Role Models

32. Which libraries, colleges or other organizations do you feel have done an exemplary job in terms of optimizing their websites for access by various computing devices?
33. What advice do you have for other libraries in their efforts to make their websites and other resources more accessible to mobile devices?
34. How have your library's efforts to make the library more accessible to mobile devices impacted use of the library's resources?

SURVEY PARTICIPANTS

Anaheim Public Library
Austin County Library Systems
Beaufort County Library
Belarusian National Technical University Library
Berkeley Public Library
Booker Public Library
Brazoria County Library System
Broward College
Burlington Public Library
Butler Community College
Cal Poly Pomona
CAPER-BC (formerly CILS)
Community College of Philadelphia
Community Public Library
Department of Family and Community Services,
New South Wales Government
Edgerton Public Library
Edgewood College
European Central Bank - Library
Fayetteville Public Library
George Washington University Libraries
Gogebic Community College
Grapevine Public Library
Gulf Coast State College Library
James Cook University
Kalispell Regional Medical Center
Kellyville Public Library
Lake Agassiz Regional Library
Lake City Public Library
Lehman College, CUNY
LSU Health Sciences Center
Marquette General Hospital
Marrickville Library
Mason City Public Library
Midwestern University
Moore County Library System
Mount Saint Mary College

Musser Public Library
New York City College of Technology
North Dakota State College of Science
NUST Library
Parkland Regional Library
Phillips 66 Research Library
Pueblo Library District
Queens College, CUNY
Rodgers Memorial Library
Sauk City Public Library
Seward Memorial Library
Southern Prairie Library System
Southwest Harbor Public Library
St. Charles Public Library
Suan Sunandha Rajabhat University
The Brentwood Library
University of Nebraska–Lincoln Libraries
Vista Grande Public Library
Westlock Libraries
White Lake Township Library
Will Rogers Library
Wm Welch Medical Library
Yuba College